Registration and Certification Policy

FOCUS AWARDS

Version History

Version	Date	Author	Change Description
Original	June 2014	Quality Assurance	
2	June 2017	Quality Assurance	Design Change
3	February 2019	Quality Assurance	Design Change
4	February 2022	Sarah Edmundson	Design Change
5	January 2024	Abigail Dannatt	Design Change
6	August 2024	Sarah Edmundson	Registration Timeframe update
7	October 2024	Sarah Edmundson	Further guidance provided on registration fields
8	May 2025	Sarah Edmundson	Certificate Request timeframes
9	June 2025	Simon Dutson	GLH information and sanctions update
10	September 2025	Quality Assurance	Programme Notification Form
11	September 2025	Simon Dutson	QA review- SPAG

Contents

Version History 2
Registrations 4
Registering learners 4
Registration time frame 4
Centres Responsibility 4
Certifications 7
Programme Notification Form 6
Procedure 7
Steps in the Certification Process – Information for Centres 8
Contact us 10

Registrations

Registering learners

Your Centre is required to complete the form on Qualitas in order to register learners with Focus Awards.

On the registration form there are the following fields for you to fill in for each of your learners:

1	**First Name** - Where a learner may have any other given names which are shown on their identification, they must be input within this section of the registration form.	
2	**Surname**	
3	**Date of Birth**	
4	**Postcode**	
5	**Gender**	
6	**ULN/Student number**	Please request this from your learners to confirm their identity and also to add learning to their profile. ULNs are required when qualifications are funded. Should the qualification be privately funded by the learner a student number will need to be provided. This is a number used in your own systems to identify a learner. Should this area not be completed, Focus Awards may deny the certificate request and a registration amendment will be required.
7	**Funded**	Please tick this box if the qualification has been funded (Advanced Learner Loan, ESFA etc.) and the ULN has been entered.
8	**Email / Phone number**	Here you are required to provide the learner's email address or a working telephone number.
9	**Identification**	It is the responsibility of a centre to ensure that a learner's identification is confirmed. As a centre you will be accountable for any issue with registrations such as learner names being incorrect. The name provided on the identification should be the name used on the qualification registration, this includes any other given names such as middle names. By ticking this box, you are confirming such checks have been carried out.

Registration time frame

Non-Funded learner registrations should be made promptly, and without delay, from the moment the learner enrols with the centre.

Funded learners must be registered within 30 days of enrolment with the centre. This is to allow for funding to be drawn down.

Centres Responsibility

It is your responsibility to take all reasonable steps to confirm the identity of the learners and you can do this by requesting sufficient personal data to complete the registration form and inputting a unique learner number -ULN – if the learner opts to have a ULN – to ensure the learner can be clearly and uniquely identified. If no

ULN available, it is advised that centres input a student number. A student number can be a number which a centre uses to identify a learner*

**Please note, if the learner chooses not to provide their ULN, then you must confirm their identity by other means (passport, driving license etc…).*

Your Centre must nominate personnel who are authorised to check and submit course registration/certification requests. The nominated member of your team is responsible for ensuring that the course has been delivered effectively, the learner has completed the relevant parts of the course, and the identification of the learner has been confirmed. In addition, they will check course paperwork, registration requests and certificate claims to ensure they have been fully and correctly completed, including:

- that result information matches course registration details;
- only appropriately competent tutors, assessors and IQAs were involved in the delivery/assessment;
- the correct Focus Awards documentation was used;
- learner details are correctly completed;
- investigating any suspicious entries or reasons for omissions of key data, resolving any issues with the relevant tutor, assessor and/or IQAs and when required raising the matter with Focus Awards.

Completed learner registration forms must be checked by your Centre to ensure full and clear completion and that the correct qualification and/or unit(s) has been listed, as well as being signed off by a suitable empowered and authorised member of staff.

All completed registration requests will be submitted through the Qualitas system and then the Head of Customer Support will review and ensure their accuracy and arrange for invoicing. This member of staff must hold their own account on the Qualitas system, unless they are on record as the main centre contact. The registration you complete within the Qualitas system has a specific field for you to record that the learner has been uniquely identified and detail the evidence that has been viewed. Your Centre must hold this information on file for AO auditing purposes.

Your Centre is responsible for the accuracy and timeliness of registrations. Failure to register learners correctly and timely will lead to the matter being passed to our quality monitoring team for evaluation which could result in sanctions being applied and a quality assurance investigation.

Once a registration has been made you will be unable to edit/amend the registration details, should there be any discrepancies in the registration you will need to contact our centre support team with the information on the details which are incorrect and the details which it needs to be amended to. As above, consistent failure to accurately register learners will result the matter being passed onto our quality monitoring team.

Any registrations where payment has not been received are classed as incomplete on Qualitas. After 30 days of not receiving payment the incomplete registrations and outstanding invoices are removed, a note will be placed on the account informing the quality monitoring team of non-compliance of Focus Awards policies.

Registration expiry

All registrations hold expiry dates. Qualifications which are without certification being requested, withdrawn or awarded, will automatically be withdrawn from Qualitas.

- Qualifications which hold a Guided Learning Hours of up to 500 hours, will automatically expire after two years.
- Qualifications which hold a Guided Learning Hours over 500 hours, will automatically expire after three.

This means that there will be no active record of the registration. Learners who require additional time for completion will need to be re-registered on the qualification and the appropriate fee paid.

Programme Notification Form

The purpose of this notification is to ensure Focus Awards can arrange an External Quality Assurance (EQA) observation during the practical assessment phase of the qualification. We consider this an essential process to to maintain quality assurance and compliance standards, all centres delivering high-risk qualifications. Centres must notify Focus Awards in advance of programme commencement. This enables appropriate planning and scheduling of EQA observations during learner practical assessments.

'High Risk' in this instance is defined as qualifications at Level 4 and above that use chemicals, lasers, needles and bladed equipment.

Qualifications that fall under High Risk include:

- Focus Awards Level 4 Certificate in Skin Needling Treatments (RQF)
- Focus Awards Level 4 Certificate in Chemical Skin Peeling Treatments (RQF)
- Focus Awards Level 4 Certificate in Thermolysis and Cryotherapy for Blemish Removal Treatments (RQF)
- Focus Awards Level 4 Diploma in Advanced Skin Science and Clinical Aesthetic Procedures (RQF)
- Focus Awards Level 4 Certificate in Dermaplaning Treatments (RQF)
- Focus Awards Level 4 Certificate in Enhancing Eyebrows with Microblading Techniques (RQF)
- Focus Awards Level 4 Certificate in Micropigmentation (RQF)
- Focus Awards Level 4 Certificate in Scalp Micropigmentation (RQF)
- Focus Awards Level 4 Certificate in Laser and Intense Pulsed Light (IPL) Treatments (RQF)
- Focus Awards Level 4 Certificate in Plasma Pen Technique for Skin Tightening and Lesion Removal (RQF)
- Focus Awards Level 4 Certificate in Scalp Micropigmentation Treatment (RQF)
- Focus Awards Level 4 Certificate in Ultrasound Cavitation Treatment (RQF)
- Focus Awards Level 4 Certificate in High-Intensity Focused Ultrasound Treatment (RQF)
- Focus Awards Level 5 Diploma in Tattoo Removal (RQF)
- Focus Awards Level 5 Diploma in Aesthetic Practice (RQF)
- Focus Awards Level 5 Certificate in Advanced Mesotherapy for Skin Rejuvenation (RQF)
- Focus Awards Level 5 Certificate in Hydro Dermabrasion and Radiofrequency for Skin Rejuvenation (RQF)
- Focus Awards Level 5 Certificate in Radiofrequency Treatment (RQF)

Prior to certification, all Centres delivering Service Enterprise (Beauty) Level 4 and above qualifications that are considered 'High Risk' must have one in-person EQA visit to monitor assessment practices to assure competence and safety. Once deemed safe and competent the Centre can continue to claim certification under the normal procedure.

Certificates will not be released if an in-person EQA visit is not completed and Certificates will only be released once the in-person visit is concluded and the Centre is deemed safe, compliant and competent.

Where possible we will combine your Annual EQA monitoring visit with this process and a full day fee will be charged to ensure observation of assessments and EQA monitoring can be undertaken.

If additional visits are required to observe assessment, these will be charged per half day.

If only one 'High Risk' qualification is observed during the visit, Focus Awards reserves the right to request another visit to sample another 'High Risk' qualification. For example, where only lasers have been sampled, your EQA may request to also visit to observe qualifications which use bladed equipment and needles.

Procedure

Completion of Notification Form

- The Programme Notification Form must be completed fully and accurately by the Centre on Qualitas
- Incomplete or inaccurate forms may result in delays or the inability to conduct required EQA observations.

Submission Deadline

- Completed forms must be submitted to Focus Awards no later than three (3) weeks prior to the start date of any 'high-risk' qualification programme.

Submission Method

- The Programme Notification Form must be completed on Qualitas within the required timeframe. Once received, your EQA will contact you to arrange the visit.

Purpose of Notification

- The advance notification allows Focus Awards to arrange an EQA visit to assure safety, competence and compliance - This ensures that delivery and assessment standards are met in line with regulatory requirements and national standards.

Non-Compliance

- Failure to submit the Programme Notification Form on time may result in the delay of certification, suspension of the qualification delivery or invalidation of learner outcomes until an EQA observation can be arranged.

Cancellation

- Cancellation fees apply, please refer to the Focus Awards Fees and Invoicing Policy

Certifications

The initial trigger for all certificate claims rests with your Centre. Only when you are satisfied that a learner has completed the relevant assessments and has reached the specified level of attainment for the units and/or qualification should you make a claim for certification to Focus Awards.

You should not claim the full qualification certificate and credits or individual units and credits if the learner failed to complete the entire qualification for whatever reason. This must be verified by your Centre's IQA before claims for certification are made.

If sampling is required, you will be prompted on Qualitas to submit the sampling. When completing the sampling form on Qualitas please ensure all relevant fields are completed. During this submission you will need to include all the learners you wish to claim certificates for.

Upon completion of sampling by your external quality assurer, you will receive an email advising the report is available. If the decision is confirmed, you will be able to claim the certificate request, please see the Qualitas guide on how to complete this.

Note: your internal arrangements for compliance with these arrangements will be monitored from time to time by the external quality assurer allocated to your Centre to ensure robust arrangements are in place, specified procedures have been followed, and that your Centre has arrangements which minimise the risk of fraudulent or mistaken certificate claims being made. Should any issues arise through these visits or through other means (such as a complaint or via an Ofqual investigation) that calls into question the validity of a certificate claim, then the Head of Centre must be immediately notified, and a formal investigation carried out (in accordance with our malpractice and maladministration policy).

Certificate requests made within a shorter timeframe than the qualification's stipulated Guided Learning Hours (GLH) will be denied. These will be automatically identified through the Qualitas system. You will receive a notification on your account advising of such for which you will be required to re-request the certificate(s) once the GLH have been met. Repeated episodes of the same will trigger a request for an explanation, schemes of work, information on delivery methods, and actions/training that must be undertaken to prevent this occurring again. Persistent incidences will result in the removal of DCS, increased risk rating, and issuance of an action plan. Beyond these initial remedial actions, further sanctions may be imposed in accordance with the Focus Awards Sanction policy.

Steps in the Certification Process – Information for Centres

On completion of the course your Centre must complete the certificate claim for each learner via the Qualitas system. This must be verified by the IQA. You are advised to make copies for your own records.

If your Centre holds Direct Claims Status (DCS), upon receipt of the certification claim, Focus Awards will issue certification within seven working days.

If your Centre does not hold DCS, Focus Awards will ask you to submit learner portfolios for desk-based verification. Once the external quality assurance has taken place and Focus Awards is satisfied that your practice is acceptable, certification will be enabled, and you will be able to request certificates *

*Please note, this process may take up to a maximum of 20 working days

- If your Centre has a certificate claim that coincides with an EQA visit, the EQA will sample learner portfolios on site. If the EQA is satisfied that your practice is acceptable they will authorise the claim and report back to Focus Awards.
- It is your responsibility to check the details on the certificates and claims for corrections (e.g., spelling of name), must be made immediately. Claims must be made to the Head of Customer Support and the incorrect certificate sent back to Focus Awards immediately.
- It is your responsibility to forward certificates promptly to your learners. If certificates are handed to learners, signatures confirming receipt should be obtained.
- Certificates sent by post, should be sent by special or recorded delivery and include the sender's address. Any certificates returned to Focus Awards by postal services due to no sender's address will be subject to a processing and postal fee for the return to the centre.
- Replacement certificates can be applied for if a learner has lost the original or where the certificate was lost between your Centre and the learner. There is an additional cost for this service (please refer to Focus Awards Fees List) and a replacement certificate application form must be completed and submitted to Focus Awards.
- Replacement certificates are only issued after steps have been taken to authenticate the claims and reasonable efforts have been made to retrieve the original issued certificate.
- Certificates are issued in the name used by the learner at the time the certificate is requested. Replacement certificates may be provided to accommodate a subsequent name change; however, proof of identity must be provided and there will be an additional fee according to the current Focus Awards fees list.
- Certificates will not be issued to Centres with outstanding payments to Focus Awards.

A chart of the registration and certification process can be found below

Step 1 - Learner registrations are made promptly and inline with registration time frames.

Step 2 - Centre delivering high risk service enterprise qualifications or centres with over 800 learners, complete programe notification form in advance of qualification delivery.

Step 3 - Centre delivers the qualification in accordance with the requirements outlined in the qualification specification

Step 4 - Centre records assessment, internal quality assurance and pass/refer details

Step 5a - EQA visit is carried out and/or sampling is submitted through Qualitas. Centres with DCS will be able to claim without sampling and will move to step 6. *

Step 5b - Sampling will be completed by an EQA. EQA visits will be arranged directly with the centre, if a visit is being carried out this process will take longer than stated above,

Step 5c Focus Awards will complete portfolio sampling (this process can take up to 20 working days). If external quality assurance is successful, the centre will be able to request certificates for learners

Step 5d- If external quality assurance is not successful, certification will not be authorised and further portfolio sample will be requested. The cycle would go back to 5a until external quality assurance was successful.***

Step 6 - Centre submits certification claim via the Qualitas system **

Step 7a - Certificates are processed within 3 to 7 working days

** Certificate or sampling claims cannot be made if a learner registration has been on Qualitas for a period less than the qualification GLH. Please be aware that a random sample may be requested through Qualitas at the time of request.*

**Focus Awards may apply sanctions or conduct an additional EQA visit for continued non-compliance, which puts the integrity of the qualification at risk*.

** For 'High Risk' Service Enterprise qualifications certificates will not be released if a programme notification form has not been completed and a subsequent EQA visit to observe 'High Risk' qualifications has not been undertaken.

Contact us

If you have any queries about the contents of the policy, please contact our support team.

E: info@focusawards.org.uk
T: +44(0)333 3447 388